

**In the Claims:**

Please amend claim 23 as indicated below.

1. (Previously presented) A computer-implemented method of providing help information for a software application, comprising:

maintaining a user help knowledge base, wherein said maintaining comprises creating a plurality of data entries, wherein each data entry of said plurality of data entries comprises data indicating:

help information presented to a user by said software application in response to a selection of a help information file comprising the help information;

a presentation mode selected by the user, wherein said help information is presented to the user according to said presentation mode selected by the user; and

an application context, wherein the application context is a portion of said software application executing during said selection of the help information file;

selecting additional help information for presentation to a user based on a particular entry of the user help knowledge base including help information previously selected by a user as indicated by said particular entry;

determining a presentation mode for the additional help information based on said particular entry of the user knowledge base including a presentation mode

of help information previously selected by the user as indicated by said particular entry; and

presenting the additional help information according to the determined presentation mode.

2. (Original) The method of claim 1 further comprising tracking the help information previously selected by the user in a user help profile of the user help knowledge base.

3. (Previously presented) The method of claim 2 wherein the user help knowledge base comprises a user application profile, wherein the user application profile comprises one or more personal details about the user.

4. (Previously presented) The method of claim 1 further comprising prioritizing the additional help information for presentation based on the user help knowledge base and one or more help rules each associated with a change in application context of the software application.

5. (Previously presented) The method of claim 1 wherein the selecting additional help information for presentation comprises selecting help information from third-party service providers based on the user help knowledge base.

6. (Previously presented) The method of claim 1 wherein the presentation mode of the help information comprises a mode for presenting information to the user.

7. (Previously presented) The method of claim 1 wherein the determined presentation mode comprises at least one selected from the group consisting of: a visual mode, a display mode and an audio mode.

8. (Previously presented) The method of claim 7 wherein the display mode comprises a graphical form.

9. (Canceled)

10. (Previously presented) The method of claim 1 wherein one or more of the plurality of data entries further comprises:

at least one help topic associated with the help file; and

a help content format of the file.

11. (Previously presented) A computer-implemented method of providing help information for a software application, comprising:

selecting particular help information for presentation to a user based on:

a user help knowledge base comprising data indicating:

help information previously accessed by the user;

a previous presentation mode, wherein the previous presentation mode is associated with said help information previously accessed by the user; and

an application context, wherein the application context is a portion of the software application executing during a selection of said help information previously accessed by the user; and

a current application context that indicates a portion of the software application currently executing;

determining a presentation mode for the particular help information based on said previous presentation mode indicated by the user help knowledge base; and

presenting the particular help information according to the determined presentation mode.

12. (Cancelled)

13. (Previously presented) The method of claim 11 wherein the user help knowledge base comprises a user application profile, wherein the user application profile comprises one or more personal details about the user.

14. (Previously presented) The method of claim 11 further comprising prioritizing the particular help information for presentation based on the user help knowledge base and one or more help rules each associated with a change in application context.

15. (Previously presented) The method of claim 11 wherein the selecting the particular help information for presentation comprises selecting help information from third party service providers based on the user help knowledge base.

16. (Previously presented) The method of claim 11 wherein the presentation mode of the help information comprises a mode for presenting information to the user.

17. (Previously presented) The method of claim 11 wherein the presentation mode is one of: a visual mode, a display mode or an audio mode.

18. (Previously presented) The method of claim 17 wherein the display mode is one of a pop-up window box, a hypertext link or a search data entry box.

19. (Canceled)

20. (Previously presented) The method of claim 11 wherein one or more of the plurality of data entries further comprises:

at least one help topic associated with the help file; and

a help content format of the file.

21. (Previously presented) A system of providing help information for a software application, comprising:

a processor configured to execute the software application;

a memory accessible to the processor, the memory storing a user help knowledge base and a database of help information files, wherein the user help knowledge base comprises a plurality of data entries each comprising data indicating:

help information previously accessed by a user from said database of help files;

a previous presentation mode, wherein said previous presentation mode is associated with said help information previously accessed by the user; and

an application context, wherein the application context is a portion of the software application executing during a selection of said help information previously accessed by said user;

an input device communicatively coupled to the processor to receive user input;  
and

an output device communicatively coupled to the processor for presenting data;

wherein the software application is executable by the processor to provide:

a help module configured to select particular help information for presentation to a user based on:

said help information previously accessed by a user from said database of help files as specified by the user help knowledge base; and

said application context as specified by the user help knowledge base;

wherein the help module is further configured to determine a presentation mode for the particular help information based on said previous presentation mode indicated by the user help knowledge base;

an application module communicatively coupled to the help module wherein the application module and help module are configured to exchange user data; and

a user interface module communicatively coupled to the help module, wherein the user interface module is configured to:

receive user input from the user input device;

send user input data to the help module; and

format said particular help information from the help module according to the determined presentation mode for presentation by the output device.

22. (Cancelled)

23. (Currently amended) The system of claim [[22]]21 wherein the user help profile comprises at least one data entry created by the software application in response to a user selection of a help information file from said database, the data entry including the following data: the application context in which the help file is selected, an identifier of the help file selected, a presentation mode in which the help file was selected, at least one help topic associated with the help file, and a help content format of the file.

24. (Original) The system of claim 22 wherein the user help knowledge base comprises a user application profile.

25. (Previously presented) The system of claim 21 wherein the system further comprises a network interface accessible to the processor, and wherein the help module further comprises a communication interface to a server for communications with a third party service provider, wherein the help module is further configured to request information from the third party service provider and to receive the information through the communication interface.

26. (Previously presented) A computer-implemented method of providing help information for a software application, comprising:

selecting help information for presentation to a user based on other help information previously selected by a user;

determining a presentation mode of the selected help information based on a presentation mode of said other help information previously selected by the user; and

determining a priority for presentation of the help information based on one or more help rules, wherein said priority indicates an order of presentation for different portions of said help information;

presenting the selected help information according to the determined presentation mode and said priority.

27. (Original) The method of claim 26 further comprising tracking the help information previously selected by the user in a user help profile.